

ROVER Unleashed

Death Webinar
August 2021

ROVER Field Services Team
AskRover@health.ok.gov

SESSION OUTLINE

- Accurate Data Entry – SSN Verification
- Obtaining and following up on COD certification
- Delinquent records
- Cause of Death
- Changes to Medical Portion
- Housekeeping/Reminders
- To Better Serve You
- Q&A
- Contact Information

Accurate Data Entry

- **Social Security Number electronic verification**
 - Verify that the decedent's name spelling is entered correctly in ROVER
 - Double check correct entry of the SSN
 - Name/SSN mismatches will cause it not to verify
 - Too many unsuccessful attempts will lock the fields from further attempts – ROVER help desk cannot override or unlock the fields
 - If all information is correct, but it did not electronically verify after the first attempt, select Verified with Informant

Accurate Data Entry

- **Social Security Number electronic verification**

- Select “Pending” from the drop-down list if you have not received the decedent’s SSN from the informant when the record is first started in ROVER.
- This will allow the SSN to be updated in the record if information is presented prior to the record being registered.
- If SSN is provided, change drop-down selection to “Select”. SSN field will open and the number can be entered.
 - If “Has no SSN” is selected, there is a possibility that it cannot be changed if the decedent’s SSN information is presented after the fact.
 - In this case, the record may have to be abandoned and re-entered. Contact Ask Rover for assistance in these situations.

Obtaining Medical Certification

- **Physician Assignments & Agreement to Certify**
 - Contact the physician deemed to be the certifier.
 - Confirm or obtain agreement to certify from the physician **prior to** assigning the record to the physician in ROVER.
 - Confirm with the physician directly when at all possible.
 - If the physician agreeing to certify is not in ROVER, contact the ROVER help desk for assistance in getting the certifier enrolled.



Delinquent Records

- The goal for registration of records is less than 10 days from the date of death.
- Records are considered delinquent at 30 days from the date of death.
- Funeral Homes are to follow up with physicians regarding completion of the medical certification and document all contact – whether successful or unsuccessful.
- Funeral Homes are recommended to contact Ask Rover or Death Registration if experiencing challenges with getting a record certified by a physician.
 - Be prepared to provide documentation of attempts to contact the physician.

Cause of Death (COD)

The Cause of Death tab is in the medical certifier portion of the record and the Medical Certifier owns the information in it.

- Physicians who contact the Funeral Home regarding issues with entering a cause of death should be advised to contact Death Registration.
- If a decedent's family has questions about or is requesting a change to the cause of death, they should be directed to the certifying physician.
- Physicians can make changes or request an amendment based on the registration status of the record.

Tab 7: Cause of Death (COD): VIEWS

- This is where the chain of events directly causing the death are entered by the medical certifier.
- Users (medical certifiers) will see a change in the layout of the cause of death tab.
- Functionality will remain the same but will have a different look.
- The system will still provide cues and warnings regarding errors in entry of the immediate and underlying causes of death such as:
 - Misspellings
 - Abbreviations
 - Unspecified site for cancer
 - Other ICD-10 code errors
- These cues/warnings appear as reminders to double-check the entry or to add or correct the information.
- The cues/warnings can be bypassed if no correction is needed.

Changes to Medical Portion

- These include changes to Time of Death (TOD), Date of Death (DOD), Place of Death (POD), and Cause of Death (COD).
- Changes to a registered Record:
 - These changes are considered medical amendments and the physician must contact Death Registration for proper process on submitting the change.
 - There are no amendment fees for medical amendments.
- Changes to an unregistered Record:
 - These changes can be made by the physician by uncertifying or unsigning the record, making the necessary change(s), then re-certifying the record.
 - The physician may be directed to contact Ask Rover if they need assistance with this process.

Housekeeping/Reminders

- **Death Certificate Filing**

- Timely filing is crucial. Failure to do so may cause probate, insurance, and/or financial problems for an already grieving family, and inhibit the ability of the Oklahoma State Department of Health to compile the health statistics so important in determining future health policy.
- It is important to file both regular & fetal death certificates in the timeframe prescribed by law.
- Changes to registered records are amendments and must be handled by the Death Registration unit.
 - There is an amendment fee for changes in the Personal Information section.
- Contact Vital Records Division, Death Registration Unit at okcdeathregistration@health.ok.gov for advice and assistance.

Housekeeping/Reminders

- Stillbirth certificates should be mailed to OSDH.

Vital Records
Oklahoma State Department of Health
PO Box 248964
Oklahoma City, OK 73124-8964

- Questions may be directed to OKCDeathRegistration@health.ok.gov or AskRover@health.ok.gov.
- As a general practice:
 - Avoid waiting for mass burials to file stillbirth certificates.
 - Remember they are not entered in ROVER. Contact Vital Records Division, Death Registration Unit at okcdeathregistration@health.ok.gov for advice and assistance.

To Better Serve You:

- Ensure **ALL** users are trained and have ***their own*** login credentials
- Contact ROVER Helpdesk with:
 - Updates to Staff
 - Most current email address or other contact information
- For account access issues, please be sure to include your PIN# with your request.

Questions?



Contact Information

Vital Records

Oklahoma State Department of Health

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ROVER Helpdesk

askrover@health.ok.gov

Death Registration

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